

# St Madoc CYC – Booking Conditions 2017

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Bookings can be made by phone, email, online, or by post. Such bookings are accepted subject to availability and are **held for a period of 14 days pending submission of booking form and payment** of a non-returnable deposit. Failure to comply may mean your booking is lost.

Deposit payable is £500 for a full week's booking (7 nights), or £50 per night for shorter bookings. Deposit payment must be made for all nights booked.

A booking should not be considered finalised until you have received confirmation by email of the details of dates booked and payment made.

We reserve the right to refuse or accept bookings and also to cancel bookings at any time for any reason.

During the school summer holiday groups must pay for a minimum of 65 places for each night booked. Should groups bring less than this number, we will still charge for 65 places. Groups bringing more than this will be charged for the additional places, that is, groups bringing 70 will pay for 70 places.

It is not possible to guarantee sole use of camp if you are bringing a group of less than 40 during autumn/winter weekends, or of less than 60 during summer weekends (after Easter). Please note groups bringing more than this will be charged for the additional places, that is, groups bringing 65 will pay for 65 places, even if they have committed to pay for the lower, minimum number applicable to gain sole use at the time. Also to be noted, allocation of kitchen and dining facility remains at our discretion, based on the minimum number of individuals indicated, and other operational reasons applicable at the time of arrival. In special circumstances, a group may request a particular area, or set of dorms; please ring the office if you believe this may be necessary for your group.

Groups may be asked to share the site with well matched other parties. Where possible this will entail use of separate kitchen and dining facilities, although it may mean that use of sports hall, fire pit and chapel will need to be negotiated with another group. Groups will never be asked to share individual dormitories.

VAT will be charged to all groups over the age of 25, the rate currently being 20%.

We reserve the right to increase prices at any time. Any increase will be notified to the group leader/responsible person via email in the first instance.

**Invoices will be calculated on the basis of the total number booked and agreed or the total number accommodated, whichever is the greater.** Invoices will be forwarded for payment within a week of departure, via email.

**This invoice is due for payment within 21 days** and should be sent to: The Camp Manager, St. Madoc Christian Youth Camp, Llanmadoc, Swansea SA3 1DE. Cheques are payable to St Madoc CYC Ltd. However, bank transfer is preferred: Lloyds Bank, Sort Code: 30-95-46, Account No: 00557803.

**There will be a charge of £7.50 for each letter/call made to chase outstanding invoices. This will commence as soon as 21 days have elapsed from date of issue of the invoice.**

No reductions/refunds will be made in respect of individuals leaving early. Any breakages or damage will be charged at cost plus repair and will be invoiced accordingly.

Group leaders are asked to be realistic in confirming the numbers they are likely to bring. Please note that subject to our cancellation policy below, groups defaulting on numbers will be obliged to pay for the minimum number of places agreed in advance.

St Madoc Christian Youth Camp will provide accommodation for the minimum number identified on the booking subject to confirmation. In addition, subject to discussion and availability at time of booking, St Madoc Christian Youth Camp will make available an agreed number of extra beds, should the group require them. These will not be counted in the cancellation policy calculation should the group need to cancel. These figures may vary by 25% only. Groups cannot save 60 beds by agreeing to pay for 20 only. However, any additional spaces remaining unsold may be made available to other groups.

For example;           81 beds are available.  
                              Group guarantees to pay for 45, but may need 50.  
                              Five will be held for them, until arrival

Remaining 31 only, will be made available to other users

**Groups with less than 60 confirmed attending will NOT be permitted to use all dormitories; rather we will allocate dorms based on group size and gender split.**

Whilst we would encourage all visitors to make use full and active use of our site, we do recognise that for those with limited movement, the site generally will hold significant restrictions. However, we do provide one disabled access, en-suite bedroom. In addition, all areas of the new build are accessible to those with limited mobility, and there is a further disabled access toilet within the main building. If you intend to bring visitors with limited mobility we would suggest you visit the site first to ascertain its suitability for your group/specific individuals. Similarly if you wish to use the disabled access bedroom please advise us at the time of booking.

Groups can occupy the camp **from 15.00 hours** on the day of arrival and must vacate the camp not later than noon, (10.00 hrs,) on the day of departure, or 14:00 if departure is a Sunday, **unless otherwise agreed in advance**. For Saturday changeovers, particularly during the school summer holidays, groups must be out of dorms by 8AM, and off site by 10AM. New groups may arrive from 2PM. Off-site must be taken to mean OFF SITE, so no one should remain in the Quad, car parks or wider site. We reserve the right to vary these times, particularly when groups cross over. However, details will be confirmed with you before arrival.

#### **Cancellation:**

In the event of cancellation a charge will be made as follows:

Six months or more before arrival date:	Deposit is lost
Within 84 days (12 weeks)	40% of minimum, minus deposit
Within 56 days (8 weeks)	60% of minimum, minus deposit
Within 42 days (6 weeks)	95% minimum, minus deposit

For cancellation of the six week holiday period, the policy is as follows:

Nine months or more before arrival date	Deposit is lost
Within nine months	60% of minimum
Within six months	95% of minimum

Should we manage to sell a cancelled week to another group, we may, at our discretion, refund any monies forfeited under this policy.

Users should ensure that they have appropriate insurance cover and meet current legislation when taking groups on holiday. Please contact the office for further information.

#### **Supervision:**

Group leaders are responsible for ensuring high standards of conduct with their groups. St Madoc Christian Youth camp reserves the right to ban any guests who persistently ignore the rules or act in a manner likely to affect the safety, comfort or well being of other guests or staff.

Such activities may include, but not limited to the following: Taking illegal drugs; tampering with electrical equipment/lighting; tampering with fire alarm systems (including covering or removing smoke detectors); letting off fire extinguishers; aggressive behaviour towards staff or guests; fighting; theft; entering accommodation assigned to other groups without permission.

All groups must have a minimum leader/participant ratio of one leader for every ten child participants; mixed sex groups must have leaders of both sexes. Group leaders accompanying the group are responsible for the discipline and behaviour of the group at all times. Group leaders are responsible for all damage caused by their action or the actions of those in their group.

Organisations working with children and young people under the age of 18 must have an up-to-date Child Protection Policy in place. Such groups should forward a copy of their Child Protection policy and an assurance that all their leaders/workers have been police (DBS) checked.

If your organisation does not have a child protection policy in place then please discuss this with the Centre Manager.

Any accidents to individuals or camp property must be reported to the Centre Manager/Office and appropriate action, as directed by the Centre Manager, must be followed.

Any wilful damage, breaking of the terms and conditions or non-payment of account could prevent future bookings being accepted.

Out of respect for local residents, noise should be kept to an absolute minimum between **23:00hrs and 8:00hrs**.

**General Rules:**

Consumption of alcohol on site is restricted. We do not permit drinking among young people. However, we recognise that alcohol is sometimes used as part of a meal, or during relaxation for adults/supervisors of the groups. However, any drunken or disorderly activity may result in the individuals concerned, or in certain circumstances, the entire group, being asked to leave with immediate effect. In such instances, there would be no refund.

In accordance with the law, smoking is not permitted in any buildings. Whilst we do not endorse smoking, we recognise that some individuals will feel the need to smoke during their stay at the centre. We ask therefore that this is done away from buildings, and in particular away from bulk gas storage tanks. All matches and cigarette ends must be disposed of appropriately, away from paper and other combustible materials.

Drugs, other than prescription, are not allowed on site. Please contact the office before arrival if this may be an issue for members of your group.

In line with our Christian ethos, witchcraft and occultism are not permitted at the site.

**We would strongly discourage users bringing dogs onto site.** However, providing they are kept on a lead and under control at all times, well behaved dogs will be permitted to visit the site. Dogs are must not be taken into dormitories at all and therefore appropriate measures must be taken for them to sleep in cars/outside. A charge per night of £5 per dog is made.

There is no charge for Aid Dogs, although they too should remain on leads, and they are permitted in dormitories.

Large ball games are not permitted inside any buildings, with the exception of the sports hall. When available pool and table tennis may be played in the dining room, but must be supervised by adults, and any damage caused by inappropriate play will be added to the invoice.

No ball games are permitted in the Quad.

**Health and Safety:**

Customers are reminded that this is a natural site. There are inherent dangers in the woods, and elsewhere, by way of poisonous flora and fauna, and likewise danger of stumbling or falling in any of our open areas, due to rabbit holes, fallen trees, vegetation, as well as from the cliffs.

The beach area should always be entered with caution. Whitford Bay beach is not safe for access to the water. Dangerous currents exist, particularly on the ebb tide and at low water.

Please note that children and young people should always be monitored when playing in and around both beaches.

The tides can be unpredictable. If you need access to out lying areas of the beaches, please check with the office where details of tide times etc can be provided.

Children under 16 are not allowed in the kitchen, or the servery at any time during meal preparation.

Children under 16 must be supervised in the Washing Up area.

Please note that occasionally farm animals may enter the site. In most cases they will stay away from members of the public. However, they can carry pests, and their faeces carry diseases hazardous to human health.

Whilst it is not a legal requirement, in the interests of health and well being, we would recommend that any catering teams have at least one member who has attended a basic Food Hygiene Course.

St Madoc Christian Youth camp does not provide medical personnel or first aid equipment for general use.

**General Responsibilities:**

All users must leave the camp in a tidy condition to the satisfaction of the Centre Manager. Self-catered groups are charged £30 towards cleaning costs incurred but basic clearance of rubbish is expected, and any furniture, or bedding moved, should be returned to its original location. An additional charge of £20 may be made to groups failing to carry out this basic exercise. **Any blankets supplied must not be taken outside.**

All cars once unloaded should be parked in one of the three car parks, and not left on the track or verges.

A detailed schedule of works to be completed will be provided to the group leader on arrival. However, the

following is a guide:

Toilet Rolls, soap, bin liners are left in all bathrooms as appropriate	
All crockery, pans etc are replaced on labelled shelves	
All bedding (if supplied) is folded and placed on the end of beds	
All bins are emptied, including those in toilets	Windows are closed
Fridges and freezers are emptied and cleaned	Cookers and griddle are cleaned
Dishwasher is emptied and drained down	Floors are swept
All tables, chairs etc moved are returned	Deep Fat Fryer is emptied of old oil

A Full Clearing Team may be purchased by groups in advance. Please contact the office if you wish to discuss this option.

We do have Audio/Visual equipment available in Main Hall, Chapel and Sunley Room. Equipment lost or damaged may incur an additional charge at cost.

We would ask that such equipment is only used by those who have relevant experience. Basic support can be given from the office. However, this should be notified in advance, as it will not always be available. Any damages will be charged at cost plus repair.

Some sports equipment is available for hire. This is charged at £5 per item/set of items per weekend, or £10 for a full week. This sum is non-refundable. Equipment lost or damaged may incur an additional charge at cost.

Table tennis balls are available at 20 pence each – please order in advance of arrival.

We will not tolerate wilful damage to the site's natural environment. We would also ask that all litter is collected and particularly that it is not left in any of the more public areas such as beach, fire pit or woods.

Groups are responsible for the allocation of beds within the accommodation they have booked.

No sales transactions may take place on St Madoc Christian Youth Camp premises without the written consent of the centre.

St Madoc Christian Youth camp experiences poor mobile phone coverage. In an emergency only, visitors may be contacted via the office.

#### **Indemnities:**

St Madoc Christian Youth camp assumes no liability for injury or death, damage to or loss of personal property, accident, delay, cancellation, irregularity or inconvenience caused, save where such loss is caused or contributed to by the negligence of some person acting as a servant or agent of St Madoc Christian Youth Camp.

All personal information obtained via booking forms and other sources is used for St Madoc Christian Youth Camp purposes only, and is not passed or sold onto third parties. If you wish your details to be removed from our database please contact the office.

Whilst at St Madoc Christian Youth Camp, photos may be taken for our publications or website. If any of your group does not wish to appear in any such pictures, please inform us on arrival and we will happily oblige. Individuals will not be identified.

We shall not be liable to you if we are prevented or delayed in the performing of any of our obligations to you if this is due to any cause beyond our reasonable control including (without limitation): an act of God, explosion, fire, flood or accident; war or civil disturbance; strike, industrial action or stoppages of work; any form of government intervention; a third party act or omission; failure by you to give us a correct delivery address or notify us of any change of address.

**In completing a booking form, leaders agree to accept and abide by the rules and conditions of the camp, and to ensure all users and team members are so informed.**

*To view the policies and governing documents of St Madoc Christian Youth Camp, contact the Centre Manager or see our website. These policies consist of: St Madoc Trust Constitution - Equal Opportunities Policy - Child Protection Policy - Sensitive Data Policy - Environmental Policy.*

*The Trustees and the Staff of St Madoc CYC are DBS approved where required. This approval is undertaken using the administrative services offered by CCPAS (Churches Child Protection Advisory Services.) As such, St Madoc CYC operates according to the guidance and best practice highlighted by CCPAS.*